

UTAH DEPARTMENT OF HUMAN SERVICES POLICY AND PROCEDURES		
Reference: 06-05	Effective Date: May 20, 2004 Revision Date:	Page 1 of 3
SUBJECT: HARDWARE PURCHASING		
RATIONALE: The purposes of this policy are to: (1) ensure the department maximizes the benefits of volume purchasing; (2) establish department procedures for negotiating with vendors; and (3) establish procedures for maintenance of inventory subject to device charges, and for maintenance of proper records for hardware replacement.		

## I. DEFINITIONS

- (a) **Hardware:** Refers to a computer or PC, or any hardware product that would benefit from volume purchasing.
- (b) **Spec Sheet:** Describes the hardware with a list of parts and part numbers. This includes the type and speed of the processor, hard drive size, amount of memory, any specific needs, etc.
- (c) **Bid:** The price negotiated with a vendor based on the Spec Sheet.
- (d) **Vendor of Choice:** The vendor with the lowest bid that meets all the criteria listed on the Spec Sheet.
- (e) **Standard Use Machine:** Use the standard applications and/or agency specific applications such as SAFE, HRE, and FINET.
- (f) **High Use Machine:** Use an application that has special hardware requirements (additional memory or hard drive space) such as application development software.
- (g) **Original Equipment Manufacturer (OEM):** The firm that manufactured the computer. This includes Dell Computer Corporation, Apple Computer, Hewlett Packard Corporation, Gateway, Compaq, Sun Microsystems, etc.
- (h) **Reseller:** A company under contract to sell an OEM product.
- (i) **Authorized Employee:** An employee authorized by a division, office or institution of the department to order hardware through OT. The OT will maintain a list of all authorized employees and will not purchase equipment for persons whose names are not on this list.

## II. PROCEDURES FOR PURCHASING HARDWARE (Applies to each Division, Office, and Institution of the Department).

- (a) At the beginning of each fiscal year and quarterly thereafter, OT will obtain bids on selected models and configurations from the vendors on the DHS hardware standards list for desktops and laptops. The Spec Sheets will be distributed to the vendors via fax and all bids will be due two weeks from the date of the fax.
- (b) The vendor with the lowest bid that meets the specifications provided in the Spec Sheet will be awarded "Vendor of Choice" for the quarter.

UTAH DEPARTMENT OF HUMAN SERVICES POLICY AND PROCEDURES		
Reference: 06-05	Effective Date: May 20, 2004 Revision Date:	Page 2 of 3
SUBJECT: HARDWARE PURCHASING		

- (c) Each division, office, or institution of the department will provide a list of authorized employees. Only the employees on this list may order hardware for their respective division, office, or institution.
- (d) Once the "Vendor of Choice" has been selected, that vendor's bid will be e-mailed to all authorized employees. The bids will be for a standard-use machine. Additional options for a high-use machine will be bid separately. All orders must be placed with the "Vendor of Choice."

NOTE: IF YOUR OFFICE IS NOT SUPPORTED BY OT, PLEASE DISREGARD (E), (F), (G) AND (H) BELOW:

- (e) If assistance is needed to determine what type of machine to purchase for an employee (standard-use, high-use), please place a ticket with the ITS help desk at 538-3440.
- (f) When the division, office, or institution places an order with the "Vendor of Choice," the division, office, or institution will fax a copy of the purchase order to OT, at fax number 801-538-3931.
- (g) For each order, the authorized employee must attach a list of employees receiving the new hardware. A distribution list must also be provided for any old hardware not being surplus.
- (h) Upon delivery, OT staff will complete the following, for the offices it supports:
1. Setup: prepare the hardware for installation.
  2. Bar code: place bar code on the hardware for device tracking.
  3. Inventory: place hardware in the inventory system for purposes of inventory control and device charge billing.
  4. Install: install new hardware based on the list provided in III.(g).
  5. Distribute: distribute old hardware based on the list provided in III.(g).
- (h) If you are not supported by OT, the agency that provides your support will purchase, setup, install, and distribute hardware:
1. **Department of Workforce Services (DWS).** If you are supported by DWS, please contact the DWS technical support staff assigned to your building.
- DHS - Office of Recovery Services (ORS).** ORS staff is to work through existing ORS policies and procedures regarding technical support and requesting hardware.

UTAH DEPARTMENT OF HUMAN SERVICES POLICY AND PROCEDURES		
Reference: 06-05	Effective Date: May 20, 2004 Revision Date:	Page 3 of 3
SUBJECT: HARDWARE PURCHASING		

2. **DHS - Utah State Developmental Center (USDC).** USDC adheres to the standards established by this policy. If exceptions are required, due to a specific business requirement not currently addressable by these standards, then USDC staff is to contact the IT manager for their respective facility. USDC staff is asked to follow USDC internal procedures for obtaining technical support, or for obtaining the required user account for accessing network resources. Staff at USDC should contact the USDC Help Desk at (801) 763-4380.
3. **DHS - Utah State Hospital (USH).** USH adheres to the standards established by this policy. If exceptions are required, due to a specific business requirement not currently addressable by these standards, then USH staff is to contact the IT manager for their respective facility. USH staff is asked to follow USH internal procedures for obtaining technical support, or for obtaining the required user account for accessing network resources. Staff at USH should contact the USH Help Desk at (801) 344-4270.
4. **State Division of Information Technology Services.** If you are located in the Ogden Regional Center (ORC), call the ORC Help Desk at (801) 626-3770. If you are located in the Provo Regional Center (PRC), call the PRC Help Desk at (801) 374-7870.

*Robin Arnold-Williams* DATE 05-20-04  
Robin Arnold-Williams, Executive Director  
Department of Human Services